Poor performance in timely delivery of mail

107. SHRI ABANI ROY: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Postal Department have been strongly criticised by CAG for its poor performance in the matter of timely delivery of mail;

(b) if so, whether Government have taken any serious efforts to improve the functioning of Postal Department during the past few years; and

(c) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR): (a) to (c) In the Audit Report on the Department for the year ending 31st March, 1998, while reviewing mail delivery system for the year 1995-96, 1996-97 and 1997-98, it has been observed that operational performance in some of the metro cities had not been satisfactory.

The Department has made elaborate arrangements for timely delivery of letters from one destination to another, fixing norms of transit and also of delivery. For achieving these objectives mail sorting pattern has been segmented into various channels like, Green Channel (Local), Metro Channel and Rajdhani Channel, Business Channel, Bulk Mail Channel and Patrika Channel. Delivery system at post offices has been restructured and rationalised so that letters are delivered on the day of receipt. In cities some postmen have also been provided with mopeds to facilitate delivery. Monitoring of mail processing system and delivery work has been strengthened. As a result of these actions, the all India average of success ratio in delivery of mail with norms has gone up to 75% while in some Circles the achievement is as high as 97%.